

20 Days of Workforce Services: From 1997 to Now

The Utah Department of Workforce Services has made a significant impact throughout the state since its creation 20 years ago. Scroll through the timeline to see key events and milestones that made the department what it is today.

1997 — Beginnings of a New Department

It was no easy feat for Utah to become the first state to consolidate employment and welfare programs. With the new Utah Department of Workforce Services, customers could now easily access a wide array of services at any of the “one-stop” employment centers statewide.

By the Numbers:

Five agencies, 36 employment, job training and public assistance programs, combined into one department of 1,718 employees

Workforce Services Agencies on July 1, 1997:

Department of Employment Security (Job Service)

Office of Family Support

Office of Job Training

Office of Child Care

Turning Point Program

Key Milestones:

- Centralization of all Unemployment Insurance claims services into a state-of-the-art call center, saving millions of dollars annually
- Five regions are established: North, Central, Mountainland, Eastern and Western
- Vernal Employment Center holds first in a series of open houses
- Federal welfare reform and Family Employment Program are implemented
- Official website is up and running
- Employment Center Design Team recommends strategic direction for statewide center operation and franchise approach

1998 — Eligibility Service Center Pilot Site Opens

Utah was the first state to offer an extensive menu of eligibility services via telephone. This came about when Workforce Services decided to operate an eligibility-based services facility similar to the Unemployment Insurance Claims Center.

Instead of going in person, customers to the South County Employment Center could call the new Eligibility Service Center to report changes, complete case reviews, ask questions or respond to requests for updated information.

By the Numbers:

- 1 new Utah’s Job Connection logo
- 6 new employment centers
- 3.6% average unemployment rate

- \$159 SNAP average benefit amount
- \$267 FEP average benefit amount

Key Milestones:

- U.S. Senator Robert Bennett visits Metro employment center and declares it a national model for one-stops
- Utah leads nation as an early implementer with one-stop
- Conversion of paper files to document imaging begins
- U.S. Department of Labor asks Workforce Services to lead Workforce Information Network System and create a new “one-stop operating system”.
- Utah is one of the top ten states implementing welfare policies likely to improve a client’s economic well-being (Tuft’s University)
- Foreign dignitaries visit Workforce Services, including Minister of Labor from New Zealand who planned to model their system after Utah
- Workforce Investment Act signed into law
- Provo Regional Center opened as well as employment centers in Richfield, Kanab, Ogden, Brigham City and Cedar City
- First Pinnacle Awards given to Robin Parker (Cedar City) and Kerry Daniels (Richfield). Manager of the Year award was also presented to Randy Hopkins.
- Employment Center Design Team completed and implemented “Service Delivery Design”.

1999 — UWORKS, First of its Kind in the Nation

One of the first in the nation, Workforce Services developed its own integrated case management system, Utah’s Workforce System (UWORKS) in 1999. The system tracked customers from initial contact through all employment and training services. In addition, the system integrated with the website to provide convenient 24/7 access for employers and job seekers.

UWORKS combined all aspects of case management seamlessly, integrating with external systems for eligibility determination, supporting local labor market information data, and providing information about course offerings and performance of training providers.

By the Numbers:

- 400 attendees at Utah Employer Conference
- 1 of 9 states to officially implement Workforce Investment Act
- 213,760 job openings
- 36,920 employers served

Key Milestones:

- Employees checked and converted all IT systems to prevent “Y2K Bug” issues
- Unemployment Insurance’s Contributory Automated Tax System (CATS) is released
- First Work/Life Awards presented to Utah’s top 10 family-friendly employers
- Second Employment Center Design Team commissioned
- Utah becomes a single-service delivery area

2000 — Legislative Audit Calls Workforce Services Successful

The Office of Legislative Auditor General releases a very favorable [review](#) stating Workforce Services had accomplished its objectives and was judged successful just three years after its creation. This is significant since the office's previous audit characterized Utah's employment and training programs as a "fragmented system."

Several were impressed by the success including Representative Kory M. Holdaway who said he was particularly impressed with the quality of staff that the department had working to meet the needs of Utah citizens.

By the Numbers:

- \$25 million saved to Utah employers with UI tax reduction
- 5-minute phone call to approve eligibility benefits at new Central Region Eligibility Service Center
- 3.3% average unemployment rate
- 8,020 new employer registrations

Key Milestones:

- Central Region Eligibility Service Center (CRESC) in Murray opened for customers to call for eligibility services instead of taking them away from work to come in person.
- Bob Gross testifies before the U.S. House of Representatives Committee on Ways and Means Subcommittee on Human Resources about unemployment insurance employment services reform.
- Y2K preparations pay off as Workforce Services emerged unscathed
- The U.S. General Accounting Office visits Utah to gather best practices
- The Business Services Center opened in Salt Lake and Tooele counties for employers
- Unemployment Insurance Benefits program recognized for outstanding performance by the U.S. Department of Labor Employment and Training Administration (DOL ETA)
- Wyoming governor's cabinet explores replicating Utah's success; many other states follow
- Case management portions of UWORKS released for testing
- Third Employment Center Design Team commissioned
- One of 17 states to receive TANF High Performance Bonus for two consecutive years
- Heber Employment Center opened

2001 — Utah First to Launch Online Claims

Utah became the first state to initialize a fully automated online unemployment claims filing system enabling customers to access information any time. The new service provided a secure internet connection for filing an initial claim for benefits, accessing individual account information and locating reemployment services.

Another focus in 2001 was food stamp accuracy after the U.S. Department of Agriculture announced that Utah's food stamp combined error rate was 14.43 percent compared to the national average of 8.91 percent. Through intensive training and attention from management, Utah went from one of the last in the nation to one of the top 15 states within a year. By 2004, Utah's rate dropped to 5.0 percent.

By the Numbers:

- 66% reduced UI claim filing time
- 1 millionth call taken at UI claims center
- 83,611 UI claims filed
- 28,564 employers served
- \$172 SNAP average benefit amount

Key Milestones:

- Recruitment begins to fill thousands of 2002 Winter Olympic Games jobs
- Office of Child Care awards over \$700,000 for enhancements for infant and toddler childcare providers
- Breakfast With an Economist series started
- Trendlines magazine introduced
- One of six states to receive incentive bonus to improve workforce development, adult education and vocational education
- St. George, Roy, Woods Cross, Clearfield, and Manti Employment Centers opened
- The Food and Nutrition Service recognized Workforce Services as achieving the most improved food stamp payment accuracy rate after one year of reform
- A Workforce Services job fair was held for 700 employees who abruptly lost their jobs at Teltrust in Salt Lake City and Clearfield

2002 — Winter Olympics Support; New Jobs.utah.gov

Workforce Services was instrumental in supporting staffing for the 2002 Winter Olympics in Salt Lake City. The department assisted the Salt Lake Organizing Committee (SLOC) to fill upwards of 26,000 positions for pre-game and games-time employment opportunities for the 2002 Winter Games. Staff completed more than 1,500 interviews and donated space for SLOC recruiters to hold interviews, training and orientation.

By the Numbers:

After three years of production, jobs.utah.gov was launched and became the state's new online and self-directed job matching system; the first of its kind in the nation.

- 4,000 Utah jobs and 65,000 resumes on jobs.utah.gov
- 192,986 individuals referred to jobs
- 224,153 job seekers served

Key Milestones:

- Raylene Ireland becomes the second executive director. Her past public service included being the executive director of the Utah Department of Administrative Services.
- New Audit and Quality Division created to address questions of service delivery
- Adjudication Division named "most improved" in region by U.S. Department of Labor
- Fire destroys Payson Employment Center yet services to customers are restored in just two days
- Unemployment Insurance Tax program recognized for outstanding performance by the U.S. Department of Labor Employment and Training Administration (DOL ETA)
- The Road Home presents "Community Leadership Award" for department's service to the homeless
- Castle Dale, West Valley, Spanish Fork, and Tooele Employment Centers opened

2003 — Key Milestones

- Workforce Services led intergovernmental effort to create business.utah.gov, a cooperative internet service for business customers
- Adjudication Division named “most improved” in region by U.S. Department of Labor second year in a row
- Unemployment Insurance Tax program recognized for outstanding performance by the U.S. Department of Labor Employment and Training Administration (DOL ETA)
- Pilot launched to study abbreviated application for financial assistance and Food Stamps
- Utah one of two states to quickly develop a system to administer the Health Coverage Tax Credit
- Workforce Services is named by USDOL as a mentor agency to assist other state employment agencies with demand-driven business services
- First Workforce Summit hosted for employers, job seekers and youth
- Roosevelt Employment center opened

2004 — Workforce Development and Information Division

A new division was created and named the Workforce Development and Information Division to focus on industry sectors driving Utah’s economy such as health care, construction and manufacturing.

In July, Governor Olene Walker launched careers.utah.gov developed by the Workforce and Education Development Alliance. Workforce Services was the host agency of the Alliance and shared it as a comprehensive school-to-retirement career exploration website.

By the Numbers:

- 5.0 average unemployment rate
- 8,703 new employer registrations
- \$31,684 average annual wage

Key Milestones:

- First use of debit (EPPI) card to issue Unemployment Insurance benefits
- Utah Economic Data Viewer launches as a searchable electronic tool for occupation and employment data
- Harris Award received in recognition of excellence in the field of equal opportunity
- New department mission, vision and code of ethics reflect new culture
- “[Making it Work](#)” published documenting the department’s history from 1996
- Olene Walker’s farewell to the department
- 35 employment centers in Utah
- 10 employees join a telecommuting pilot. One of the locations was in Monticello. The department currently has 56 outreach workers and 142 residential telecommuters, as of May 2017

2005 — Helping Hurricane Katrina Evacuees

Workforce Services was recognized by Governor Jon Huntsman for successfully helping evacuees in a time of need. When Hurricane Katrina hit the Gulf Coast in August 2005, Utah

stepped up to help by providing food stamps, cash assistance and child care grants to nearly 600 evacuees at Camp Williams.

Eligibility Staff from the Central Region and Unemployment Insurance (UI) Claims Takers helped respond to this effort by approving emergency public assistance and unemployment insurance. Utah was also one of fifteen states that helped Louisiana take their UI initial claims over the phone.

By the Numbers:

Workforce Services Job Fair at Camp Williams in September 2005:

- 25 employers
- 85 evacuees in attendance
- 44 evacuees landed jobs on the spot
- 19 secured second interviews

Key Milestones:

- Tani Downing became the third executive director of the Department of Workforce Services in 2005. She had served as general counsel and director of the Division of Adjudication since 2002. Prior to joining the department, she served as an associate general counsel for the Legislature for seven years
- The Utah Weatherization Assistance Program repaired homes on the Navajo Reservation so that they could be weatherized
- Utah became the first state in the nation to move to 100 percent electronic Unemployment Insurance benefit payments.
- First Work Ability Job Fair held for jobseekers with disabilities
- In support of Governor Huntsman's proclamation of "Hire the Veteran Month", the department mailed 45,000 letters to Utah employers promoting the hiring of veterans.

2006 — MotorFest, Career Days Meet Workforce Demands

To help educate Utah students and the community about the need for skilled technicians, the MotorFest event was created. MotorFest provided 2,000 students in Salt Lake and Tooele Valley with hands-on exposure to the diverse careers in the automotive and diesel industry.

MotorFest, along with other events such as Construction Career Days, helped match students with workforce industry demands. These events continued through the years, morphing into the current Utah Career Days, which combines energy, manufacturing, construction, automotive and engineering career exploration for students.

By the Numbers:

- 3.0% unemployment rate, one of the lowest in nation
- 51,747 UI claims filed, lowest in state history
- 68,283 employers reporting wages
- \$177 SNAP average benefit amount
- \$290 FEP average benefit amount

Key Milestones:

- Comprehensive Unemployment Benefits System (CUBS) goes live
- U.S. Department of Labor presents award to the UI division for overall performance excellence
- Pinnacle Award presented from USDA Food and Nutrition Services for “Enhancing Administration of the Food Stamp Program through Technology”
- Filing UI weekly claims by mail is discontinued
- Last paper check for UI benefit payment issued
- Centralized imaging created for the department
- Logan Employment Center opened
- Innovative labor market information released identified skill shortages specific to individual counties

2007 — Medical Eligibility Consolidates to Workforce Services

In February 2007, the Utah State Legislature made the decision to consolidate medical eligibility into Workforce Services. Working closely with the Utah Department of Health, Workforce Services went to great efforts to ensure a seamless transition for customers. On July 1, 2007 Workforce Services became the sole agency to determine Medicaid/CHIP eligibility for Utah.

By the Numbers:

- 253 employees moved from Department of Health to Workforce Services
- 2.6% unemployment rate, lowest in department’s history
- \$181 SNAP average benefit amount
- \$36,510 average annual wage
- 56,504 UI claims filed

Key Milestones:

- Kristen Cox becomes the fourth executive director of Workforce Services in March 2007. Prior to joining the department, she served as Secretary of the Department of Disabilities in Maryland.
- The department celebrates its 10-year anniversary and commemorative pins are given to employees.
- Housing and Community Development celebrates the opening of Sunrise Metro permanent supportive housing and also launches a Utah customization of WebGrants I
- Unemployment Insurance recognized for performance excellence in nonmonetary determinations by the U.S. Department of Labor Employment and Training Administration (DOL ETA)
- The Adjudication Division implements a new integrated Appeals System incorporating electronic workflows, automated docketing and enhanced reporting capabilities

2008 — Refugee Services Office Opens

In 2008, the Utah Refugee Services Office was formed as a result of recommendations of the Refugee Working Group, created by Governor Huntsman in collaboration with Salt Lake County

Mayor Peter Corroon to improve the Utah refugee resettlement program. An Executive Order also created a board of advisors for the office.

The mission of the Refugee Services Office was to facilitate the effective integration of refugees into their new Utah home. The goals for its first year included the implementation of a case management system to track refugees, coordination of volunteer networks and expanding the capacity of refugee community groups to help their own people.

By the Numbers:

- 1,200 refugees arriving in Utah each year
- Two-year extended refugee case management implemented
- \$854 million all-time high for UI Trust Fund
- 189,142 individuals referred to jobs
- \$305 FEP average benefit amount

Key Milestones:

- First statewide online application for public assistance benefits goes live
- The department undergoes an extensive process to move employment centers, operations and staff schedules to a four-day workweek as a result of the Governor's initiative to save resources
- Utah is first state in the nation to pass and validate all UI tax, benefits and appeals populations for data validation of Utah's ETA reports
- Legislation passed requiring background checks to be completed for unregulated family, friend and neighbor (FFN) child care providers. Background check procedures were also implemented
- Utah recognized for performance excellence in area of Appeals
- Eligibility statewide document imaging completed

2009 — Eligibility Services Becomes Centralized

In January 2009, the centralization of the Eligibility Services Division was announced. Senior leadership formed planning committees, which included hundreds of staff to prepare for the change.

The new division leadership comprised of Jon Pierpont as the statewide director and four assistant directors: Casey Erickson (Cameron), Dale Ownby, Debbie Herr and John Talcott. They completed a statewide phased recruitment for manager and supervisor positions, whose duties were overhauled to require more technical expertise, including the elimination of the lead position.

Regional directors and assistant directors identified 1,097 staff that would transition to the new division. These staff were assigned to the new team and completed extensive training. Eligibility Services goes live and includes a new service delivery model with one statewide call center on June 22, 2009.

By the Numbers:**Effects from the recession start to show:**

- 228% increased in UI benefits payments
- 7.3% average unemployment rate
- 33% increase in food stamps caseload
- 87,000 households served by food stamps
- 153 Unemployment Insurance benefits staff (from 97 in 2008)
- 16,202 job openings, lowest in department history

Key Milestones:

- Housing and Community Development (HCD) is among first in the country to utilize the “Stimulus Bill”
- Humanitarian Center Refugee Project employs and teaches English to refugees at DI Training Centers in Salt Lake
- Recession resulted in significantly increased workloads
- H.B. 174, Rehabilitation Counselor Licensure Bill, is approved by the Legislature
- Kids In Care program implemented to support job seekers who are not eligible for Workforce Services child care services
- Penalty and Interest (Unemployment Insurance Special Admin) fund is used for the first time to offset recessionary difficulties and later becomes Job Growth fund
- Online Automated Reemployment System (OARS) implemented to enhance reemployment support by linking profiled claimants to the eligibility review process
- Utah recognized for performance excellence in area of Appeals

2010 — eRep Goes Live

eREP — the new eligibility rules based system — was the largest automation project in Utah’s history when it launched in October 2010. The long awaited system was implemented after more than seven years of development by hundreds of staff from the Department of Workforce Services, Department of Technology Services, Department of Health and Department of Human Services.

Utah chose Curam Software’s social enterprise management modules as the solution for the eREP system, leveraging its policy rules engine as the system core. The conversion from the old system, PACMIS (Public Assistance Case Management Information System) was retired over the course of a year by training staff on the new program.

This resulted in staff intensely preparing and converting cases from PACMIS to eREP. Cases were converted under the new workload hierarchy structure established as a result of the new statewide eligibility division.

By the Numbers:

- 7.8% average unemployment rate, highest in department history
- 319,666 job seekers served
- 150,090 job openings

- \$38,822 average annual wage

Key Milestones:

- Workforce Development division expanded from five regions to nine Services Areas
- Eligibility Services leadership wins Governor's Award for Excellence for Innovation and Efficiency
- Statewide eREP Helpdesk is implemented, resolving thousands of defects and staff issues during intense eREP conversion
- myCase goes live
- Unemployment Insurance (UI) division recognized with award for "Best Practices" from the American Institute for Full Employment for excellence in reemployment efforts
- The Office of Child Care commissions a study of the Supply and Demand for Infant and Toddler Child Care Services in Utah
- The Department of Labor presented Utah with a Worker and Employer Services Innovation award for successfully designing and implementing an electronic correspondence system
- UI worked with UWORKS to integrate data collected from customers into both systems
- Utah recognized for performance excellence in areas of Appeals and Benefits
- Eligibility online chat goes live
- Salt Lake Eligibility Center and Ogden Regional Center opened
- U.S. Department of Energy Director of Weatherization Gil Sperling helped dedicate Utah Weatherization Assistance Program's new Intermountain Weatherization Training Center in Clearfield

2011 — Ongoing Effects From the Recession

It was a challenging year in 2011 for the department with the ongoing effects of the great recession. Despite hard times, the department maintained focus on workforce development initiatives to meet the needs of Utah employers.

This included the launch of the Utah Patriot Partnership, encouraging Utah employers to show appreciation to veterans by thinking to hire veterans as a first choice. Another example was the State Energy Sector Partnership grant from the Department of Labor (DOL) that served 1,400 Utahns, including those who were unemployed or dislocated, to teach skills in green construction, alternative fuels and energy management.

By the Numbers:

- 272,936 Utah citizens on food stamps (all-time high)
- \$653 million paid in UI benefits
- 3.8% average unemployment rate
- 126,016 UI claims filed

Key Milestones:

- Received first Triple Crown from DOL for performance excellence in areas of Unemployment Insurance (UI) Benefits, UI Contributions and Appeals

- UI Trust Fund stops losing money at \$250 million and becomes one of 16 states not to go insolvent during the recession
- Housing and Community Development is central in staffing a new Housing Task Force under the direction of Homeland Security, and writing the statewide disaster plan for housing up to 60,000 people who might become homeless by a major disaster
- Utah is first state to receive approval to send electronic notices to public assistance customers

2012 — Housing and Community Development Joins Workforce Services

The state's Division of Housing and Community Development (HCD) moved to the Department of Workforce Services as per H.B. 139 that was introduced by Representative Wayne Harper. The bill stemmed from a study mandated by the Legislature of the potential benefits and consequences and also included statewide meetings with input from community leaders and stakeholders. Governor Gary Herbert signed the bill into law.

The Division of Housing and Community Development brought a variety of programs, including the Pamela Atkinson Homeless Trust Fund, Olene Walker Housing Loan Fund, Permanent Community Impact Board, Community Development Block Grants, State Small Business Credit Initiative, Utah Weatherization Assistance Program, State Community Services Office and State Energy and Lifeline.

By the Numbers:

- 49 HCD employees transition to Workforce Services
- 353,866 job seekers, most in department history
- 219,523 job openings
- \$40,456 average annual wage
- 7,944 employers served

Key Milestones:

- Jon Pierpont was named the fifth executive director of Workforce Services. He has more than 20 years of experience with Workforce Services, including roles as deputy director, eligibility services division director and led the department's largest service area.
- First intergenerational poverty report published by the Workforce Research and Analysis division as part of the new Intergenerational Poverty Mitigation Act. The legislation was sponsored by Stuart Reid and also created the Intergenerational Welfare Reform Commission. Lt. Governor Spencer Cox is the current chair of the Commission
- CareAboutChildcare.utah.gov launched
- Lehi Employment Center opened
- Unemployment Insurance (UI) implements mandatory online filing for weekly claims
- Eligibility Services statewide call center goes live to take calls for employment centers
- Utah awarded a Workforce Innovation Fund grant to enhance labor exchange system
- Received second Triple Crown from the Department of Labor for performance excellence in areas of UI Benefits, UI Contributions, and Appeals

- New “I’m Employed” posters are distributed to all employment centers for consistent look and feel
- Comprehensive SmartStart Career Guide released

2013 — Gen LEX Project Rolls Out

The first of three phases of GenLEX, the new Next Generation Labor Exchange job matching system, was implemented. This was from the Workforce Innovation Fund grant awarded by the U.S. Department of Labor.

Labor exchange is a term used to describe activities which connect job seekers and employers. Utah was one of the first states to implement an online approach to labor exchange; however, prior to this grant the online system had not been upgraded in nearly 10 years.

The grant allowed Workforce Services to create significant improvements to its online job seeker and employer systems. Changes to the labor exchange system are made annually and evaluated prior to the next year’s changes being released. The grant lasted until December 2016.

By the Numbers:

- 1,802 employees
- 4.6% average unemployment rate
- 103,202 UI claims filed
- \$293 SNAP average benefit amount
- \$388 FEP average benefit amount

Key Milestones:

- Unemployment Insurance Division receives Governor's award for excellence in innovation and efficiency from Governor Herbert
- Utah receives a Digital Government Achievement Award for Utah's myCase
- State audit results for public facing programs show improved results, especially in Utah’s CHIP and Medicaid programs
- Received third Triple Crown from Department of Labor for performance excellence in areas of UI Benefits, UI Contributions and Appeals
- Panguitch and Beaver Employment Centers opened while Roy Employment Center location closed

2014 — Community Resource Team Created for Refugee Services Office

In February 2014, H.B. 321 was introduced by Rep. Ronda Menlove. This bill authorized the Department of Workforce Services to extend the period of time the state could offer services to refugees for individuals who need them.

The House Economic Development and Workforce Services Committee gave unanimous support to the bill. As a result of this legislation, a new Community Resource Specialists team was created in the Refugee Services Office to work with many refugee populations needing

assistance with integration. Other services offered included a specific focus on women's issues and employment for refugees.

By the Numbers:

- 3,699 Utahns with disabilities gain employment
- 3.8% average unemployment rate
- 176,196 individuals referred to jobs
- 8,864 employers served
- 71,419 claims filed

Key Milestones:

- Appeals division recognized by Governor Herbert with the "Governor's Excellence Award"
- U.S. Department of Housing and Urban Development Secretary, Julian Castro, visited Utah and complimented the Housing and Community Development division on its collaborative and well implemented strategies against homelessness
- Phase II of Gen LEX project rolled out to include integration with UtahFutures, enhanced search options, integrated resume writer, employer and job seeker dashboard
- Utah State Office of Rehabilitation receives the Utah Ethical Leadership in Government Award
- Received fourth Triple Crown from Department of Labor for performance excellence in areas of Unemployment Insurance (UI) Benefits, UI Contributions and Appeals
- Started five-year project to convert UI benefits CUBS 2.0 (versata based platform) to UI benefits CUBS 3.0 (.NET based platform)
- Eligibility Services implements the mandatory changes required by the Affordable Care Act
- West Valley Employment Center location closes

2015 — Office of Child Care's New Payment System and Job Loss Services

In October 2015, the Office of Child Care transitioned from a Payment-to-Parent system to a direct Payment-to-Provider electronic subsidy payment system. This meant all child care providers started to receive direct payments from the department to care for children covered by child care subsidies.

The Office of Child Care also focused on parents receiving child care subsidies who lost employment, which meant they also lost child care. This was difficult for parents seeking a quick return to the labor force while disrupting their child's daily routine. As a result, the Office of Child Care began providing 60 days of child care upon job loss as of February 1, 2015. In addition, Job Search Child Care also provided an opportunity for parents to access employment assistance with an Office of Child Care employment counselor.

By the Numbers:

- 3.5% average unemployment rate
- 1,785 employees

- 10,671 new employer registrations
- 66,935 UI claims filed
- 197,335 job seekers served

Key Milestones:

- The Intergenerational Welfare Reform Commission releases its first 5- and 10-Year Plan to address intergenerational poverty
- Utah recognized by Department of Labor for performance excellence in areas of Unemployment Insurance (UI) Benefits, and UI Contributions
- Utah Refugee Education and Training Center opened at the Salt Lake Community College's Meadowbrook Campus
- Eligibility Services and Department of Technology Services wins the Governor's Award for Innovation and Efficiency for the Eligibility Rules Rewrite Project
- WIOA law effective and WIA law sunsets. The department, including Utah State Office of Rehabilitation (USOR) and Adult Education, start the Utah State Planning process
- Phase III of Gen LEX rolled out to include online employment counseling messages, automatic translation of MOS/MOC code for veterans to civilian jobs, and enhanced search and profile options
- Mobile applications for job seekers and employers released
- AWARE case management system goes live
- USOR starts providing Job Readiness Workshops in schools to students with disabilities
- 10-year Chronic Homelessness plan completed

2016 — Utah State Office of Rehabilitation Transitions to Workforce Services

Governor Gary Herbert officially welcomed the Utah State Office of Rehabilitation (USOR) staff to Workforce Services on Oct. 3 at the Division of Services for the Blind and Visually Impaired in Salt Lake City. The transition was mandated by House Bill 325, sponsored by Rep. Norm Thurston. Workforce Services was selected due to past successful transitions and because more than 70 percent of USOR's clients are also served by the department.

To ensure a smooth transition, the two organizations worked together for six months to address items such as employee needs, programs, budget and finance, facilities, technical support and communication. Relationship-building exercises and cross-training opportunities were also offered to staff to facilitate learning about each organization's expertise and offerings.

By the Numbers:

- 300+ USOR employees join Workforce Services
- 295,003 Utahns enrolled in Medicaid and medical programs, an all-time high enrollment peak
- 13 counties begin making their intergenerational poverty plans
- 45,173 documents have been uploaded on myCase as of March 31, 2017
- 40th anniversary of Utah Weatherization Assistance Program
- 2,287 total employees

Key Milestones:

- Received fifth Triple Crown from Department of Labor for performance excellence among medium sized states in Unemployment Insurance Benefits, Tax and Appeals operations
- Gen LEX project ended and two online labor exchange job seeker systems were merged into one
- Lt. Governor Spencer Cox is named the chair of the Intergenerational Welfare Reform Commission
- Family Focus Training begins
- Utah Cluster Acceleration Project grants joined Talent Ready Utah
- myCase's upload of documents option goes live in December, allowing customers the option of directly uploading documents for their public assistance case
- Federal Child Care and Development Fund (CCDF) reauthorization requires significant policy changes be implemented by September 30, 2018. The regulations place a greater focus on continuity of care for children
- Copayments waived for all families with income below 100 percent of the Federal Poverty Limit and income tables adjusted so that no family pays more than 10 percent of household income in copayments
- Center for Research on Migration and Refugee Integration opened at the University of Utah
- Refugee Services Office reorganized to bring all its services together
- Park City employment center relocated to new location